

## Session 41

# A Session with a Twist: Whatever Happened to Single Sign-on

#### Paul Hill

Senior Technical Advisor Federal Student Aid





## Agenda

- Opening Remarks / Introduction
- Single-Sign On (SSO)
- SSO and the Data Strategy Initiative
  - Enrollment and Access Management
  - Routing ID (RID)
  - Trading Partner Management (TPM)
- Next Steps





## Single-Sign On Revisited

### What is SSO?

Single Sign-on is the technology that enables a user to have their credentials (username and password) authenticated once and, subsequently, allows the user to utilize this proof of authentication whenever required by multiple systems or applications, in lieu of reentering their credentials.





## Single Sign-On Review

## What does SSO really mean?

A solution to simplify the login process:

- Improves customer access to FSA systems by offering one user name and password
- Enables users to login first business application using their enterprise user name and password
- Allows access to additional applications without a separate login





## **Data Strategy Purpose**

### The Right Data to the Right People at the Right Time.



- Consolidation of Data into Shared Source
- Focus on Data Quality



- Trading Partner Enrollment
- Single Sign-up
- Access Management
- Single Sign-on
- Routing ID (RID)



- Integrated Student View
- Integrated School View
- Foundation for more Timely Updates





## **Data Strategy Initiatives**

Data Strategy has evolved into the integration of five core initiatives.

#### Data Framework

- As-Is and Target State Data Flows
- Quality Assurance and Implementation Plan

#### XML Framework

- XML ISIR
- XML Registry and Repository

#### Common Identification

- Standard Student Identification Method
- Routing ID

#### Trading Partner Enrollment and Access

- Trading Partner Management
- Enrollment and Access Management

#### Technical Strategies

- External Data Exchange
- Data Storage, Management and Access

#### Right Data



#### Right People



Right Time







## **Data Strategy Desired Outcomes**

The Data Strategy defines FSA's enterprise data vision and strategy for how it will combine tools, techniques and processes to handle its enterprise data needs.

#### Cross-Program Integration

 Business objective gathering sessions comprised of <u>cross-channel business owners</u> and the establishment of Standard Identifiers for Students <u>and Schools</u>

#### Improved Data Quality

 Through the execution of a <u>Data Quality Mad Dog</u> and the creation of a <u>Quality Assurance</u> and <u>Implementation Plan</u>

#### Improved Organization and Distribution of Data

Creation of an XML Framework and Internal and External Data Exchange Strategy

#### Establish a Data Storage Strategy

- Data Warehouse and Data Mart Strategy
- Plan for organizing data to answer broader, deeper business questions





## **Trading Partner Management**

#### **Trading Partner Management Framework**

(Schools, Guaranty Agencies, Lenders, Third Party Servicers, State Agencies, Software Developers and Auditors)

		Enrollment Management	⊟igibility Management	School On-Going Oversight	Financial Partner On- Going Oversight	
Web Application Interfaces	es rvice	Integrated Application and Enrollment Processing - Process Requests, Determine Access Institution-level System Enrollment and Single Sign Up (SSU) Initial RID Assignment	<ul> <li>New Trading Partner Applications</li> <li>Re- certifications</li> <li>Program Participation Management</li> <li>Appeals</li> <li>Proactive Eligibilty</li> </ul>	Oversight: Audits, financial statements, default rate calculations  Compliance Reviews: Risk assessment, accreditation, student complaints, funding parameters, referrals  Eligibility Actions (FPRD, Fines, LOC, LS&T, Referrals)	statements, Compliance Reviews: Risk assessment, referrals Eligibility Actions Appeals Proactive Oversigh	
Portals	Integrated View Services		Management  Appeals Proactive Oversight, Monitoring, and Support  Reporting and Audit Services  Performance Monitoring Compliance and Oversight Effectiveness Fee and Payment Summary Reporting Ad-hoc querying			Enterprise Routing Identifier (RID) Services
FSA Gatew ay		Profile and Demographics Management  Demographics Management Relationship and Affiliation Management - Enterprise RID Management				
			Ac	cess Management Individual User Access Man Roles based Single Sign O Trading Partner Self-Admir	n (SSO)	
			a	ustomer Support		
			Worl	kflow Management		
			FSA; Othe	r Government Agencies		





## Trading Partner Management – Enrollment and Access Management

#### **Trading Partner Management Framework**

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		Enrollment Management	Eligibility Management	School On-Going Oversight	Financial Partner On- Going Oversight	
Web Application Interfaces	vice	Integrated     Application     and     Enrollment     Process     Requests,     Determine     Access     Institution- level System	<ul> <li>New Trading Partner</li> <li>Applications</li> <li>Re-certifications</li> <li>Program Eligibility</li> <li>Oversight: Audits, financial statements, default rate calculations</li> <li>Re-certifications</li> <li>Program Participation</li> <li>Management</li> <li>Appeals</li> <li>Proactive Eligibility</li> <li>Referrals</li> <li>Program Eligibility</li> <li>Oversight financial statements, complaince Reviews: astatement complaints, funding assessmet</li> <li>Reviews: assessment, referrals</li> <li>Eligibility Actions (FPRD, Fines, LOC, LS&amp;T, Appeals</li> <li>Proactive</li> <li>Proactive</li> <li>Proactive</li> </ul>	<ul> <li>Program Eligibility         Oversight: Audits,         financial         statements,</li> <li>Compliance         Reviews: Risk         assessment,         referrals</li> <li>Eligibility Actions</li> <li>Appeals</li> <li>Proactive Oversight,</li> </ul>	<i>,</i>	
Portals	Integrated View Services  • Data Access Service	Enrollment and Single Sign Up (SSU) • Initial RID Assignment	Management  Appeals Proactive Oversight, Monitoring, and Support  Reporting and Audit Services  Performance Monitoring Compliance and Oversight Effectiveness Fee and Payment Summary Reporting Ad-hoc querying			Enterpri Routing Identifi (RID) Service
FSA Gateway		Profile and Demographics Management  Demographics Management Relationship and Affiliation Management Enterprise RID Management				
			A	<ul> <li>Individual User Access Manage</li> <li>Roles based Single Sign On (S</li> <li>Trading Partner Self-Administer</li> </ul>	SSO)	
			C	ustomer Support		
	Workflow Management					
			FSA; Oth	er Government Agencies		





## Existing Enrollment & Access Complexity

#### The FSA information system environment for trading partners is complex:

- 21 information systems provide services to trading partners
- 5 different hardware platforms and 6 different application servers support trading partner systems
- 11 different call systems handle different systems and types of user problems

#### Existing enrollment processes are confusing and repetitive:

- 17 different procedures are required for trading partners to enroll and register for access in FSA systems
- Over 450 data elements are collected during enrollment and registration

#### FSA systems require different user credentials and enforce different policies:

- **19** different User ID formats are used for trading partners
- Many different policies are enforced for minimum password length and password expiration.

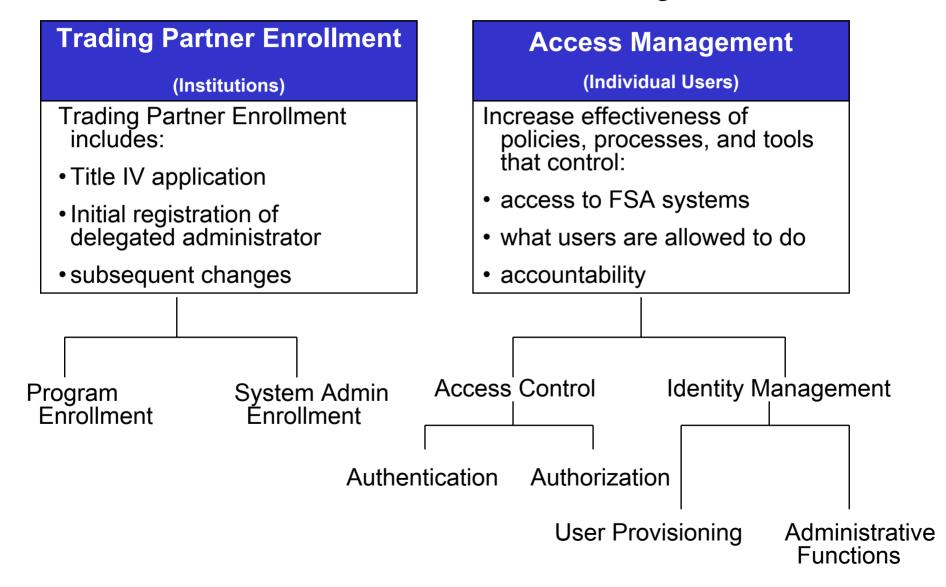
#### Management of user access represents substantial administrative overhead:

- Each trading partner population requires different access privilege definitions
- 19 different user administration methods are required to manage user accounts

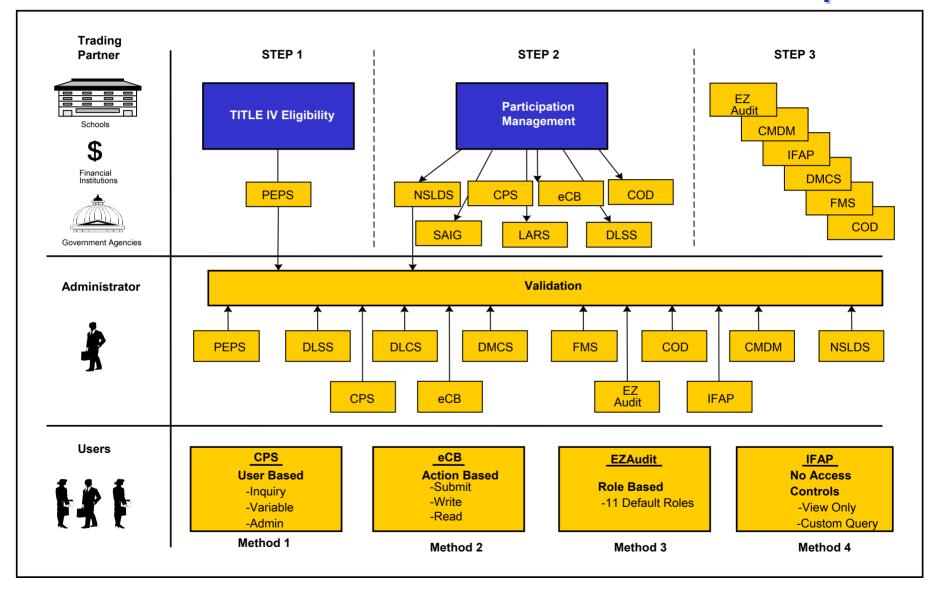


## **Enrollment and Access Management Overview**

What is Enrollment and Access Management?



## **Enrollment and Access Relationship**





## **Enrollment & Access Management**

#### The Challenges:

- Enrollment Processes are Not Standardized
- FSA Has a Diverse User Population
- Different Platforms and Security Structures
- Increasing Number of External Users
- No Enterprise View of Enrollment and Access
- Complex Compliance Requirements

#### The Vision:

- Managed at the Enterprise Level
- Trading Partners Insulated From the Underlying Complexity
- Consolidated and Integrated
- Consistent User Identity and Privilege Information

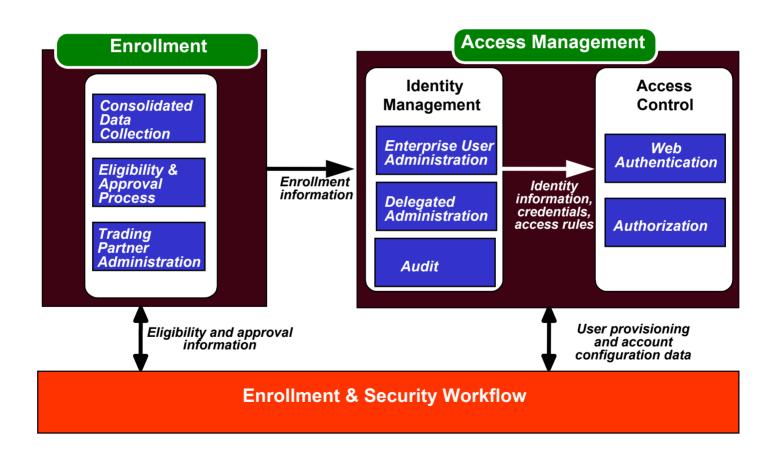
#### The Benefits:

- Improved Trading Partner Services, Increased Trading Partner Satisfaction
- Increased Administrative Efficiency
- Improved Security Effectiveness
- More Effective Oversight and Regulatory Compliance





## Enrollment & Access Vision Components

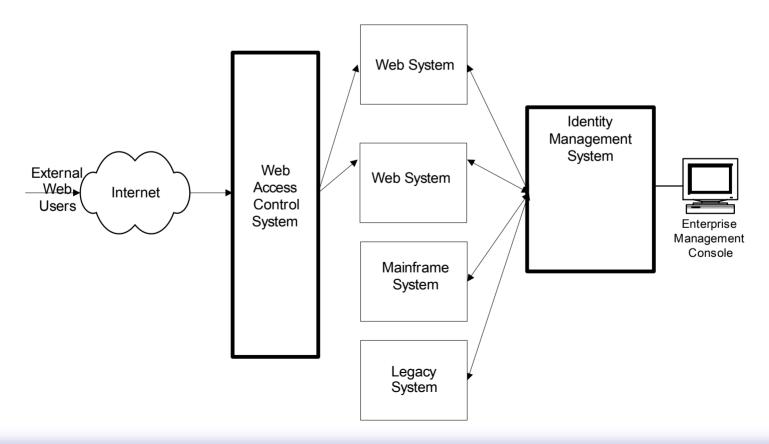






## Access Management Approach

#### Web Access Control and Identity Management Systems







## Trading Partner Management - RID

#### **Trading Partner Management Framework**

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FSA			Profile and E	Demographics Management  Demographics Managemen  Relationship and Affiliation	Management	
Gatew ay			- Enterprise RID Management  Access Management			
				Individual User Access Man Roles based Single Sign Or Trading Partner Self-Admin	n (SSO)	
			Cı	stomer Support		
			Work	flow Management		
			FSA: Othe	r Government Agencies		





## Routing ID (RID) Overview

### What is the Routing ID (RID)?

- RID is an <u>eight-digit randomly generated number</u> that signifies nothing about the trading partner besides its identity
- RIDs will be assigned to <u>all trading partners</u> interacting with FSA including schools, servicers, lenders, and guaranty agencies
- RID will initially be an <u>internal number</u> that will then be gradually rolled out to trading partners, where appropriate
- RID will be used to <u>track trading partners</u>, their <u>relationships</u> with other trading partners, and their <u>interactions</u> with FSA





## Routing ID (RID) Overview

### Why is RID needed?

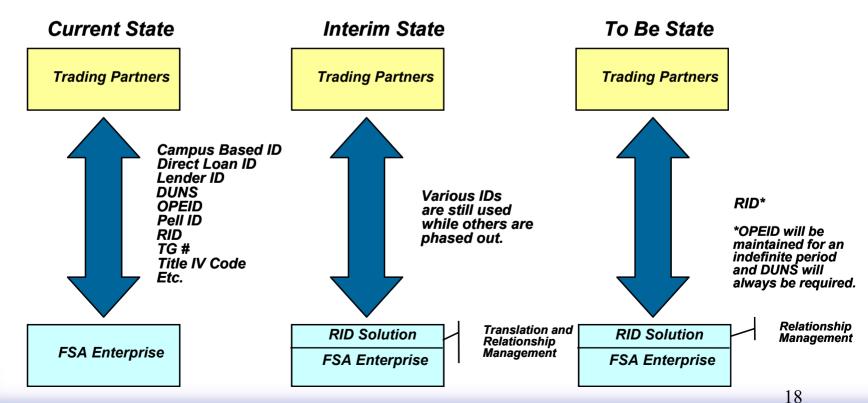
- FSA portfolio of applications consists of <u>21 primary</u> <u>systems</u> that trading partners use to originate, disburse, collect, and manage Title IV Financial Aid for students
- Trading partners must present <u>different identifiers</u> to FSA <u>based upon the particular system</u> they are interacting with or <u>type of business transaction</u> they are conducting
- There are <u>16 primary trading partner identifiers</u>
- Trading partner relationships cause <u>confusion among</u> <u>community</u> and create ongoing maintenance issues





## Routing ID (RID) Vision

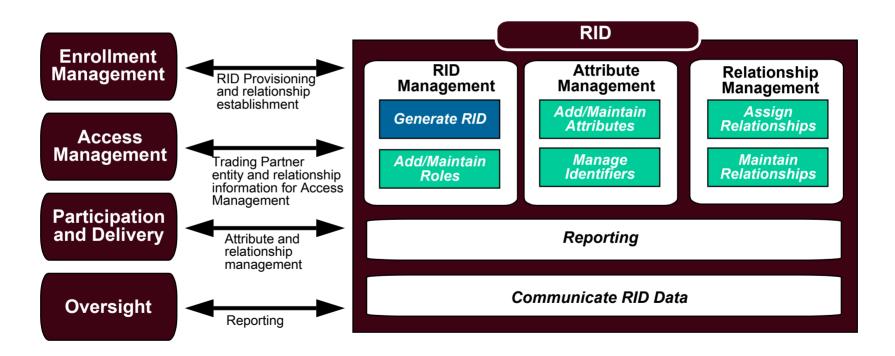
The Routing ID (RID) will provide FSA trading partners a means to interact with FSA systems and services using a single common identifier across the enterprise, irrespective of system or function. This will result in increased data quality, enhanced oversight capability, and simplified trading partner interactions with FSA.





## Routing ID (RID) Functional Components

#### **Trading Partner Management**







## **Trading Partner Management**

#### **Trading Partner Management Framework**

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			α	ustomer Support			
	Workflow Management						
	FSA; Other Government Agencies						



## **Next Steps**

- Gather Requirements for the TPMS
- Determine Roll-out of the TPMS:
  - Group Related Business Processes
  - Coincide with New Development Year
- Conduct Focus Groups to Obtain Feedback





## **Contact Information**

We appreciate your feedback and comments.

Phone: (202) 377-4323

Fax: (202) 275-3479

Email: Paul.Hill.Jr@ED.GOV

